Persons with
Developmental
Disabilities

Alberta Provincial Board

Satisfaction Survey

Highlight Report
May 1999

Introduction

Background

The goal of the Alberta Persons with Developmental Disabilities (PDD) Provincial, Community and Facility Boards is to provide quality services to adults with developmental disabilities. They have developed a number of ways to measure how they are doing in relation to this goal. One method is to use a Satisfaction Survey to ask individuals who receive service, as well as their guardians or families, what they think of the current services and how these might be improved. This paper presents highlights of the results of the Survey.

The information obtained by this Survey will be used as a benchmark to allow the Boards to set targets for their performance. A process to measure satisfaction will be repeated in the future and results will be compared to what people have said about the quality of services in Alberta today.

Some information about the Survey development process...

This was a "full population survey". That is, every individual in Alberta who receives service funded by the PDD Boards, as well as his/her family or guardian (where applicable), was asked to complete the Survey. A "plain language" version was given to people who receive service to make it easier for them to be included. For people in service, some individuals completed the Survey on their own, some required assistance to do so and, for others, a person who knew them well completed it on their behalf.

The Survey was field tested by people in service, family members and guardians, and revisions were made based on their feedback. The Survey was then distributed by the Chairs of the PDD Boards to the people they serve. Responses, which were treated confidentially, were returned to an independent source for analysis and reporting of the results.

About this report...

This Highlight Report provides a general overview of the Survey results, focusing on some key and noteworthy points from a provincial perspective. Further reports will be available which will contain comprehensive information regarding responses to all of the Survey questions, including a summary of the written comments provided by some participants. The table below shows the number of surveys sent out and how many were returned from each major response group.

Surveys Distributed and Returned by Major Response Group

Survey Group	Number Sent Out	Number Returned	Return Rate
Families and Guardians	5,373	1,527	28%
People Getting Services	7,764	2,008	26%

Note: The data is considered accurate within a margin of ± 2.2% for the guardian/family survey and ± 2.5% for the client survey, 19 times out of 20.

The following table provides further detail about the categories of people who responded to the Survey and their numbers of responses.

Surveys Returned by Sub-group

Survey Group and Sub-groups	Surveys	Percent (of Surveys Returned)
Families and Guardians		
• Families and Private Guardians	1,140	75%
• Public Guardian representatives	387	25%
Total	**1,527**	**100%**
People Getting Services		
• Completed Survey on their own	477	24%
• Completed Survey with assistance	527	26%
• Completed on their behalf	1,004	50%
Total	**2,008**	**100%**

The Survey was written to answer questions like:

- Is it easy for you to get the services you need?
- Can you get information about the services you need?
- Are you satisfied with the services you get from your regular service providers?
- Are you satisfied with the services you get from the PDD staff (such as Client Service Co-ordinators and Contact Managers)?
- Are you aware of the PDD Boards ?

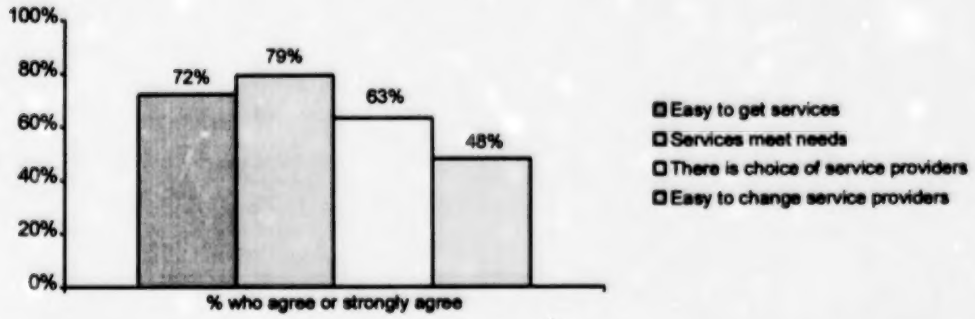
This report shows the results of the Survey for each of these important questions.

Survey Results

Getting Services

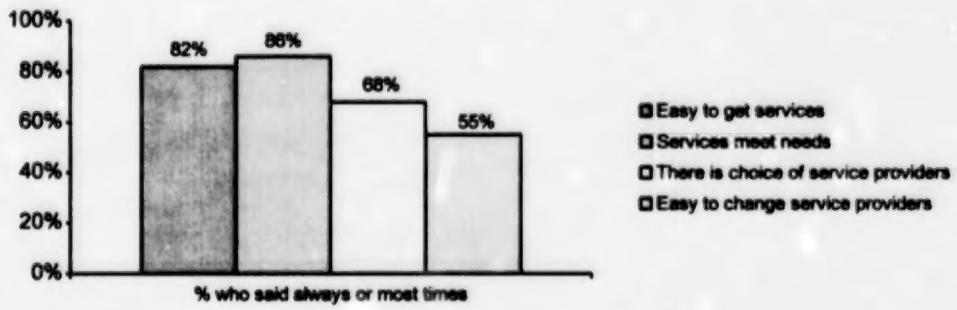
The graph below shows that most families/guardians (79% of them) feel that the services are meeting their needs. Most people in this group (72%) also find that services are easy to get. Just under half (48%) of families/guardians agree that it is easy to change service providers.

Getting Services: Survey Results From Families and Guardians



The graph below shows that most people getting services (86% of them) feel that the services meet their needs always or most of the time. Most people getting services (82%) also find that services are easy to get. Just over one-half of people getting services (55%) find that it is easy to change service providers.

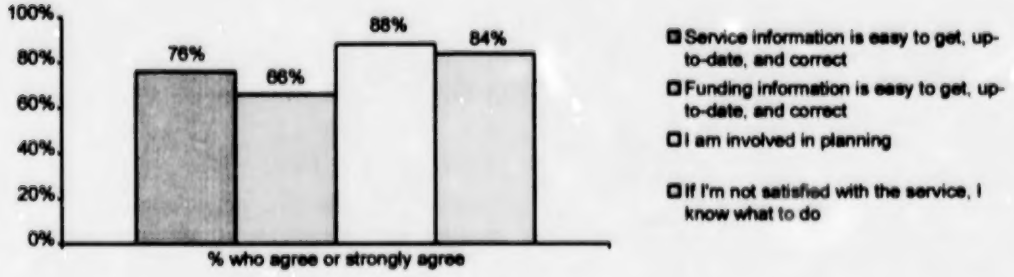
Getting Services: Survey Results From People Getting Services



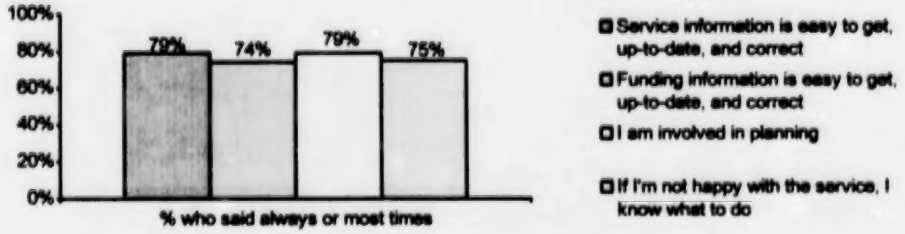
Information and Planning

The PDD boards were interested in whether families and guardians, and people getting services, find information about funding and services easy to get, up-to-date, and correct. The two graphs below highlight these findings.

Information and Planning: Results From Families and Guardians



Information and Planning: Results From People Getting Services



For both groups, satisfaction with information on funding was generally lower than information on services in general. For example, 66% of families/guardians agreed that information on funding was easy to get.

Most people getting services (79% of them) and families/guardians (88%) feel that they have involvement in planning. Involvement in planning takes the following three questions into account:

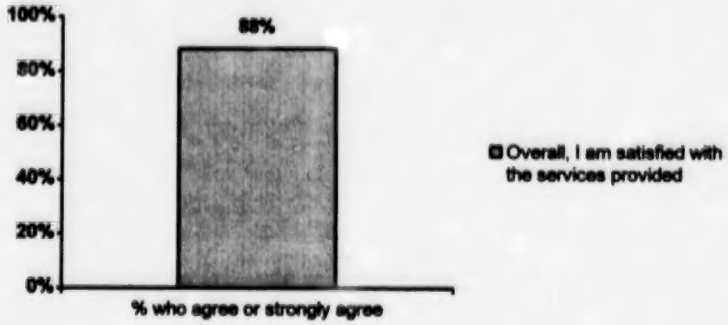
- Do you get to be a part of planning services as much as you want to be?
- Do you get to say if your services do a good job for you?
- Are planning and service reviews held at times when you can attend?

When families/guardians and people getting services are not happy with their services the majority of them know what to do.

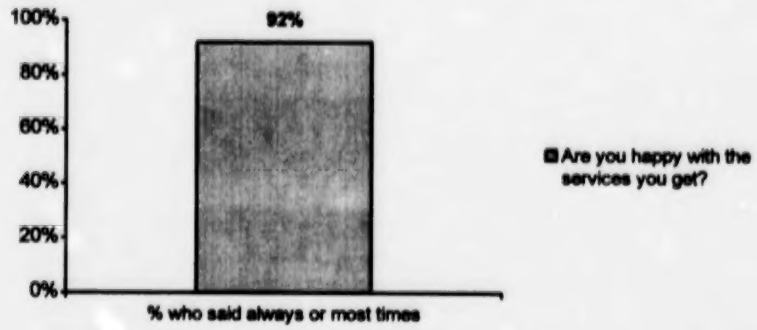
Satisfaction with Service Provider Staff

Overall, people getting services and families/guardians are very satisfied with the service they receive from their direct service providers. For example, 88% of families/guardians agreed with the statement 'Overall, I am satisfied with the services provided.' More than nine out of ten people getting services (92%) said that they are 'always or most of the time' happy with the services they receive.

Satisfaction with Service Provider Staff: Results From Families and Guardians



Satisfaction with Service Provider Staff: Results From People Getting Services



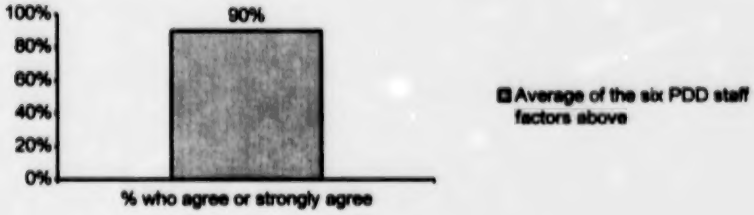
Satisfaction with PDD Staff

Satisfaction with PDD staff is a combination of the following six factors:

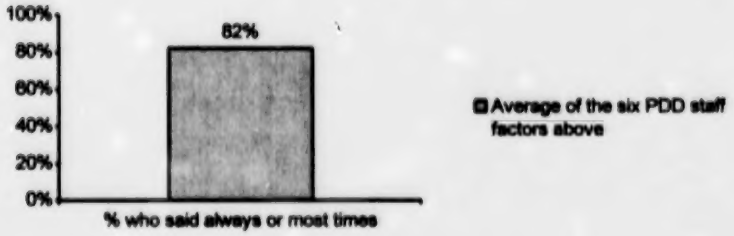
- PDD staff listen to and care about what I say
- PDD staff do what they say they will do
- There is a consistent PDD staff for me to contact
- PDD staff refer me to other resources if required
- PDD staff are helpful in problem solving
- PDD staff deal with my concerns in a timely manner

Between 88% and 93% of families and guardians agreed with the above statements. For the same statements, between 78% and 87% of people getting services felt that they were true always or most of the time. Combining all elements of satisfaction, most families/guardians (90% of them) and people getting services (82% of them) were satisfied with PDD staff.

Satisfaction with PDD Staff: Results From Families and Guardians



Satisfaction with PDD Staff: Results From People Getting Services



About the PDD Boards

Awareness and understanding of PDD boards and their purpose decreases depending on the group asked. For example, 99% of public guardians understand the role of the PDD boards, but only 55% of families and 26% of people getting services do. The same trend also happens when people are asked whether they have had any contact with the boards.

Understanding of PDD Boards: Results From Various Groups